

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RIGHTS INVESTIGATOR I

POSITION CODE: 19774

Effective: 9-1-15

DISTINGUISHING FEATURES OF WORK:

Under direct supervision performs professional work as a human rights intake worker, counseling complainants, ascertaining jurisdiction, taking charges of alleged discrimination and carrying a caseload of selected simple investigations; or serves as an investigator in employment (individual or systemic) and other jurisdictions, investigating, processing a caseload of selected perfected charges of discrimination by analyzing evidence in terms of the Illinois Human Rights Act, rules and regulations and operating procedures; develops reports of findings of fact, parties' terms of settlement and agreement, and necessary correspondence to concerned parties; travels as needed to accomplish the operational goals and objectives of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As an intake worker, counsels complainants by letter, phone, or in person on general information of discrimination and content of complaint forms; evaluates forms to ascertain jurisdiction under the Human Rights Act and completes required reports, forms, recommendations and correspondence; receives training on a caseload of selected simple investigations as workloads necessitate.
2. As an investigator for allegations of discrimination under the Illinois Human Rights Act, collects information on cases in the form of statistics, records, and other documentation, as well as by interviews of complainants, respondents, and witnesses; conducts informal fact-finding conferences including both parties to a case.
3. As a systemic investigator, operates as a team member on single cases involving groups of complainants and tracing patterns of discrimination by specific respondents; systemic discrimination cases are cases involving a pattern, practice or policy where the alleged discrimination has a broad impact on an industry, profession, company or geographic area such as barriers in recruitment or hiring, restricted access to promotional opportunities or higher level positions, exclusion of qualified persons, unlawful pre-employment inquiries, age discrimination, or compliance with customer preferences that result in discriminatory practices.
4. Collects information, testimony, and records on employment, housing, credit and public accommodations discrimination cases or sexual harassment in education cases; conducts on-site visits, informal hearings or conferences.
5. Performs analysis of cases and makes recommended decisions; prepares reports on cases for administrative review.

6. Conducts basic negotiations of settlements at any point in an investigation when both parties agree to conciliation.
7. Participates in continuing training and education opportunities to develop professional skills and knowledge of the philosophy, procedures, rules and regulations of the agency.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college preferably with coursework in business, public, or personnel administration or social sciences.

Requires completion of an agency-sponsored training program.

Knowledges, Skills and Abilities

Requires working knowledge of human rights issues.

Requires working knowledge of investigative and caseload management skills.

Requires ability to communicate effectively both orally and in writing.

Requires ability to analyze information and make recommended decisions.

Requires ability to apply a working knowledge of the Illinois Human Rights Act in discrimination investigations.

Requires ability to use a personal computer and electronic word processing software to record and organize data.

Requires ability to maintain accurate, complete and correct records as required by law.

Requires ability to develop and maintain cooperative relationships with management, staff, respondents, government representatives and the general public.

Requires physical, visual and auditory abilities necessary to carry out assigned duties.

Requires possession of a valid appropriate driver's license and the ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.